

**BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF CALIFORNIA**



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Order Instituting Rulemaking on the Commission's  
Proposed Policies and Programs Governing post-  
2003 Low-Income Assistance Programs.

Rulemaking 07-01-042

(Filed January 8, 2004)

**MONTHLY REPORT OF SAN DIEGO GAS & ELECTRIC COMPANY (U 902 M) ON  
LOW INCOME ASSISTANCE PROGRAMS FOR DECEMBER 2007**

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January 22, 2008

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DECEMBER 2007**

**I. INTRODUCTION**

In Ordering Paragraphs (OP) 14 through 17 of Decision (D.) 01-05-033 the California Public Utilities Commission (Commission) directs San Diego Gas & Electric Company (SDG&E) and the other Investor Owned Utilities (IOUs)<sup>1</sup> to provide monthly status reports on the costs and impacts of their Rapid Deployment (RD) efforts on their California Alternate Rates for Energy (CARE) and Low Income Energy Efficiency (LIEE) programs.

In Application (A.) 06-06-032 SDG&E proposed changes to the monthly Rapid Deployment reports in an effort to streamline the reports while maintaining their value. SDG&E, along with the other utilities, then worked closely with the Energy Division to further develop and update the tables used to report low income program activity on a monthly basis. In D.06-12-038 the utilities' proposed changes for the monthly program reporting were approved. The reports will henceforth be referred to as the "Monthly Reports on Low Income Assistance Programs."

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<sup>1</sup> The other IOUs include Southern California Gas Company, Southern California Edison Company, and Pacific Gas and Electric Company.

This twelfth monthly report on the 2007 Low Income Assistance Programs includes actual LIEE and CARE results and expenditures through December.

## **II. DECEMBER OUTREACH AND LEVERAGING FOR CARE AND LIEE**

In December, SDG&E's prime contractor identified 346 potential CARE customers from the customers who received LIEE services resulting in 302 new CARE enrollments. Year-to-date the CARE program has received 2,224 new enrollments from this outreach effort. LIEE customers can also opt into the CARE program during the LIEE application process.

During December, SDG&E conducted outreach at the following community locations listed below. These outreach efforts are focused on gaining a better understanding of SDG&E's customers in an effort to enroll an increased number of customers in the CARE and LIEE programs.

- Center for the Blind Vista (2 – Educational Seminars)
- San Marcos Civic Center, Lighting Turn-In/Customer Assistance Event
- Center City Salvation Army CARE Sign-Up Days, San Diego
- Poway Lighting Turn-In/Customer Assistance Event

A total of 380 customers received CARE, LIEE and FERA information during these outreach efforts.

SDG&E contracts with numerous "CARE Capitation Contractors" (CCCs) to leverage their client relationships and enroll eligible non-participating customers in the CARE program. The CCCs employ various types of outreach approaches such as door-to-door solicitation, local community event participation, walk-in enrollment and program material distribution to enroll customers. SDG&E made 61 visits to individual CCCs during the month of December. The site

visits included, but were not limited to Harmonium, Catholic Charities, Elder Help, Chinese Service Center, Jackie Robinson YMCA, Clairemont Lutheran Church, Alpha of San Diego, City of San Diego Service Center, Salvation Army Centers in Oceanside, Chula Vista, El Cajon, Escondido, and Vista, Ray and Joan Kroc Corps Community Center, Horn of Africa, La Maestra and Homestart. In all cases, information was provided on CARE capitation opportunities, CARE customer enrollment and LIEE benefits.

Additionally, SDG&E uses several approaches, including the following, to identify, qualify, and enroll customers for LIEE services performed by SDG&E's prime contractor:

- Identifying customers most likely to income qualify using census tract data and additional customer research; and
- Employing bilingual specialists who speak Spanish, Vietnamese, and Arabic to better serve the diverse population within the San Diego area.

### **III. CALIFORNIA ALTERNATE RATES FOR ENERGY (CARE)**

#### **DECEMBER CARE ENROLLMENT RESULTS**

In December CARE operations staff enrolled 4,925 new CARE customers. Total CARE participation for the month of December was 229,759, or 68.3%, of the estimated eligible. To specifically increase participation in SDG&E's CARE program, the utility has employed various proven methods along with new, innovative marketing techniques. These techniques are described in detail below:

#### **TELEPHONE ENROLLMENT**

In December, SDG&E's telephone enrollment efforts, including the efforts of two outside vendors resulted in 3,660 CARE customer enrollments for the month.

#### INTERNET ENROLLMENT

Utilizing the company website, SDG&E simplified the enrollment process for those customers who desire to use the web to enroll in the program by providing on-line CARE enrollment capability. Since implementation in April, the number of applications received through on-line enrollment continues to increase -- once designated as non-web users, SDG&E's low income customers are beginning to utilize this innovative communications channel. In December, 435 customers were enrolled in CARE using the Internet, and year-to-date there has been a total of 3,821 Internet enrollments.

#### CATEGORICAL ELIGIBILITY

SDG&E enrolled 4,505 CARE customers during the month of December through categorical eligibility, where a household is considered eligible for the CARE program based on its participation in specified public assistance programs. Since implementing categorical eligibility June 1, 2007, 19,711 CARE customers have been enrolled year-to-date.

#### DIRECT MAIL ENROLLMENT

SDG&E continues to employ direct mail efforts, utilizing census data information to target potentially eligible customers in low-income areas, targeting zip codes estimated to have a greater percentage of customers eligible for the CARE program. In December, there were no mailings scheduled, however, a total of 1,897 customers were enrolled as a result of November's mailing. Additionally, as of December the year-to-date total CARE customers enrolled via direct mail are 9,986.

#### CARE AUTHORIZED FUNDING VERSUS ACTUAL EXPENDITURES

In December, SDG&E spent approximately \$298,567 in outreach and other management costs. Total management costs through December represented 88% of the 2007 CARE

authorized administrative budget. Actual expenses compared to budgeted figures for December are shown in Table 1C. The gas and electric CARE discount cost for December was \$3.8 million. The total discount cost through December 2007 was \$43.3 million.

#### **IV. LOW INCOME ENERGY EFFICIENCY (LIEE)**

##### DECEMBER RESULTS—INSTALLATIONS

During December, SDG&E treated 2,041 homes, and replaced 361 refrigerators. A total of 13,074 homes have been treated year-to-date for which SDG&E exceeded its goal of 10,400 homes targeted for 2007 and a total of 2,540 refrigerators have been replaced in 2007.

##### LIEE AUTHORIZED FUNDING VERSUS ACTUAL EXPENDITURES

SDG&E incurred \$1,759,576 in administrative costs during the month of December. Total expenditures through December 2007 equaled \$11.9 million which represents 89% of the 2007 authorized LIEE budget.

##### CUSTOMER SATISFACTION SURVEY

Improving customer satisfaction is a key element within all of SDG&E's program endeavors. To enhance the customer experience, quality assurance procedures are used in SDG&E's LIEE program, including survey cards distributed with outreach materials as well as a customer satisfaction telephone survey on the program and the services completed in customer homes. The "Overall Satisfaction" rating for November 2007 LIEE customers surveyed in December was 93%. Some of the comments received from customers during the December survey include:

- They were prompt and courteous, and thorough in their job. They were very pleasant and I was very pleased with their work.

- My bill went down. This was the main thing that I was concerned about. It is warmer inside now. There are no drafts coming in around the door.
- They did a real good job. They weather-stripped the front and back doors. They checked my gas stove and furnace. They told me what they were going to do and went right to work. They were in and out.
- They did well. They answered my questions, they told me what I qualified for and they explained how I can save electricity and gas. They were ready at the time that they said they would arrive. They did everything well.
- Well it was a help for us. A lot of help. Economically, because they fixed the home because it was in bad shape and they made it feel secure.

## V. CONCLUSION

SDG&E continues to implement its LIEE and CARE program efforts with the goal of providing as many qualified customers as possible with services during PY2007. SDG&E's ability to achieve success grows out of the interaction with its customers. SDG&E strives to make it easy to provide the programs and services to customers and to deliver not just a consistent customer experience, but also a customer experience that is consistently excellent.

Respectfully submitted,

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January 22, 2008

	A	B	C	D	E	F	G	H	I	J	K	L	M
Table 1L - LIEE Program Expenses - San Diego Gas & Electric December 2007													
1													
2													
3													
4	LIEE Program:		Authorized Budget		Current Month Expenses			Year-To-Date Expenses			% of Budget Spent Year-To-Date		
5	Energy Efficiency		Electric	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	- Gas Appliances	\$ -	\$ 1,597,843	\$ 1,597,843	\$ -	\$ 188,305	\$ 188,305	\$ -	\$ 1,162,659	\$ 1,162,659	0%	73%	73%
7	- Electric Appliances	\$ 4,775,778	\$ -	\$ 4,775,778	\$ 554,630	\$ -	\$ 554,630	\$ 3,757,691	\$ -	\$ 3,757,691	79%	0%	79%
8	- Weatherization	\$ -	\$ 3,904,358	\$ 3,904,358	\$ -	\$ 539,591	\$ 539,591	\$ -	\$ 3,576,777	\$ 3,576,777	0%	92%	92%
9	- Outreach and Assessment	\$ 600,059	\$ 600,058	\$ 1,200,117	\$ 146,522	\$ 146,522	\$ 293,043	\$ 806,699	\$ 806,699	\$ 1,613,399	134%	134%	134%
10	- In Home Energy Education	\$ 77,951	\$ 77,951	\$ 155,902	\$ 15,420	\$ 15,420	\$ 30,840	\$ 99,921	\$ 99,921	\$ 199,841	128%	128%	128%
11	- Education Workshops	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
12	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	- Cool Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	Energy Efficiency TOTAL	\$ 5,453,788	\$ 6,180,210	\$ 11,633,997	\$ 716,572	\$ 889,838	\$ 1,606,409	\$ 4,664,312	\$ 5,646,057	\$ 10,310,368	86%	91%	89%
15													
16	Training Center	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
17	Inspections	\$ 21,458	\$ 21,457	\$ 42,915	\$ 2,185	\$ 2,185	\$ 4,369	\$ 17,329	\$ 17,329	\$ 34,658	81%	81%	81%
18	Marketing	\$ 160,496	\$ 160,496	\$ 320,992	\$ 22,128	\$ 22,128	\$ 44,255	\$ 165,427	\$ 165,427	\$ 330,853	103%	103%	103%
19	M&E Studies	\$ 61,072	\$ 61,072	\$ 122,144	\$ -	\$ -	\$ -	\$ 1,283	\$ 1,283	\$ 2,566	2%	2%	2%
20	Regulatory Compliance	\$ 150,763	\$ 150,763	\$ 301,526	\$ 8,794	\$ 8,794	\$ 17,589	\$ 149,477	\$ 149,455	\$ 298,931	99%	99%	99%
21	General Administration	\$ 491,160	\$ 491,160	\$ 982,320	\$ 43,471	\$ 43,484	\$ 86,954	\$ 476,124	\$ 476,183	\$ 952,307	97%	97%	97%
22	CPUC Energy Division	\$ 10,500	\$ 10,500	\$ 21,000	\$ -	\$ -	\$ -	\$ 7,535	\$ 7,289	\$ 14,823	72%	69%	71%
23													
24	TOTAL PROGRAM COSTS	\$ 6,349,236	\$ 7,075,658	\$ 13,424,893	\$ 793,149	\$ 966,428	\$ 1,759,576	\$ 5,481,487	\$ 6,463,022	\$ 11,944,508	86%	91%	89%
25	Funded Outside of LIEE Program Budget												
26	Indirect Costs				\$ 23,583	\$ 23,583	\$ 49,216	\$ 285,806	\$ 307,766	\$ 593,572			
27													
28	NGAT Costs					\$ 27,021	\$ 27,021		\$ 196,514	\$ 196,514			





	A	B
1	<b>Table 3L - Average Bill Savings per Treated Home San Diego Gas &amp; Electric December 2007</b>	
2		
3	Year-to-date Installations - Expensed	
4		
5	Annual kWh Savings	4,427,638
6	Annual Therm Savings	220,477
7	Lifecycle kWh Savings	49,202,871
8	Lifecycle Therm Savings	1,973,347
9	Current kWh Rate	\$ 0.13
10	Current Therm Rate	\$ 1.09
11	Number of Treated Homes	13,074
12	<b>Average 1st Year Bill Savings / Treated Home</b>	<b>61.83</b>
13	<b>Average Lifecycle Bill Savings / Treated Home</b>	<b>533.12</b>

	A	B	C	D	E	F	G
1	<b>Table 4L - LIEE Homes Treated San Diego Gas &amp; Electric December 2007</b>						
2							
3	County	Eligible Customers			Homes Treated Year-To-Date		
4		Rural	Urban	Total	Rural	Urban	Total
5	Orange County	0	14,933	14,933	0	11	11
6	San Diego	17,209	320,595	337,804	195	12,868	13,063
7							
8	<b>Total</b>	<b>17,209</b>	<b>335,528</b>	<b>352,737</b>	<b>195</b>	<b>12,879</b>	<b>13,074</b>

**Table 5L - LIEE Customer Summary  
San Diego Gas & Electric  
December 2007**

Month	Gas & Electric				Gas Only				Electric Only				Total			
	# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW
Jan-07	541	10,071	192,755	32	-	-	-	-	35	-	18,167	3	576	10,071	210,921	35
Feb-07	1,371	29,891	440,904	70	-	-	-	-	76	-	45,514	9	1,447	29,891	486,418	79
Mar-07	2,079	43,971	633,153	98	-	-	-	-	110	-	58,363	12	2,189	43,971	691,516	110
Apr-07	3,132	62,576	938,630	143	-	-	-	-	167	-	76,425	16	3,299	62,576	1,015,055	159
May-07	3,909	78,633	1,254,819	186	-	-	-	-	283	-	101,776	20	4,192	78,633	1,356,595	207
Jun-07	5,150	98,395	1,665,594	246	-	-	-	-	317	-	136,497	27	5,467	98,395	1,802,091	273
Jul-07	6,054	114,585	1,979,789	293	-	-	-	-	352	-	153,800	31	6,406	114,585	2,133,589	324
Aug-07	7,309	136,057	2,376,237	346	-	-	-	-	409	-	183,039	37	7,718	136,057	2,559,276	383
Sep-07	8,182	147,352	2,644,423	383	-	-	-	-	450	-	199,658	40	8,632	147,352	2,844,081	423
Oct-07	9,464	170,088	3,129,643	450	-	-	-	-	544	-	227,354	45	10,008	170,088	3,356,997	495
Nov-07	10,445	186,928	3,480,697	503	-	-	-	-	592	-	255,863	51	11,037	186,928	3,736,560	553
Dec-07	12,378	220,477	4,126,681	592	-	-	-	-	696	-	301,432	59	13,074	220,477	4,428,113	651

Figures for each month are YTD. December results should approximate calendar year results. Therms and kWh savings are annual figures. Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2L.



<sup>1</sup> Not Including Recertification Enrollment

<sup>1</sup> Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.

	A	B	C	D	E	F	G	H	I	J	K	L
1	<b>Table 4C - CARE Enrollment by County - San Diego Gas &amp; Electric</b>											
2	<b>December 2007</b>											
3	County	Estimated Eligible			Gross Enrollments			Total Participants			Penetration Rate	
4		Urban	Rural	Total	Current Month	YTD	Urban	Rural	Total	Urban	Rural	Total
5	Orange County	14,369	0	14,369	218	1,542	8,703	0	8,703	60.6%	#DIV/0!	60.6%
6	San Diego	305,552	16,594	322,146	4,970	31,215	212,732	8,324	221,056	69.6%	50.2%	68.6%
7												
8	<b>Total</b>	<b>319,921</b>	<b>16,594</b>	<b>336,515</b>	<b>5,188</b>	<b>32,757</b>	<b>221,435</b>	<b>8,324</b>	<b>229,759</b>	<b>69.2%</b>	<b>50.2%</b>	<b>68.3%</b>



	A	B	C	D	E	F	G	H	I
1	<b>Table 5C - CARE Capitation Contractors - San Diego Gas &amp; Electric</b>								
2									
3	Contractor	Contractor Type (Check one or more if applicable)				Enrollments Year-To-Date			Year-to-date
4		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total	Expenditures
5	Contractor 1		X	X			-	-	\$ -
6	Contractor 2		X				24	24	\$ 360
7	Contractor 3		X				-	-	\$ -
8	Contractor 4		X				18	18	\$ 90
9	Contractor 5		X		X		129	129	\$ 1,935
10	Contractor 6		X		X		433	433	\$ 6,495
11	Contractor 7		X		X		8	8	\$ 120
12	Contractor 8		X				41	41	\$ 615
13	Contractor 9		X				3	3	\$ 45
14	Contractor 10		X				107	107	\$ 1,605
15	Contractor 11		X				28	28	\$ 420
16	Contractor 12		X				32	32	\$ 480
17	Contractor 13		X				72	72	\$ 1,080
18	Contractor 14		X				34	34	\$ 510
19	Contractor 15	X				2	34	36	\$ 180
20	Contractor 16		X				25	25	\$ 125
21	Contractor 17		X				2	2	\$ 10
22	Contractor 18		X				1	1	\$ 5
23	Contractor 19		X				-	-	\$ -
24	Contractor 20		X				1	1	\$ 5
25	Contractor 21		X				25	25	\$ 125
26	Contractor 22		X				15	15	\$ 75
27	Contractor 23		X				5	5	\$ 25
28	Contractor 24		X				7	7	\$ 35
29	Contractor 25		X				25	25	\$ 125
30	Contractor 26		X				10	10	\$ 50
31	Contractor 27		X				1	1	\$ 5
32	<b>Total Enrollments and Expenditures</b>							<b>1,082</b>	<b>\$ 14,520</b>

<b>Table 6C - CARE Participants as of Month-End San Diego Gas &amp; Electric December 2007</b>				
Month	Gas & Electric	Gas Only	Electric Only	Total
Jan-07	150,333	N/A	69,772	220,105
Feb-07	150,756	N/A	69,619	220,375
Mar-07	151,989	N/A	70,148	222,137
Apr-07	152,449	N/A	70,307	222,756
May-07	152,634	N/A	70,451	223,085
Jun-07	152,434	N/A	70,386	222,820
Jul-07	153,726	N/A	70,938	224,664
Aug-07	153,689	N/A	70,781	224,470
Sep-07	152,901	N/A	70,151	223,052
Oct-07	154,012	N/A	71,045	225,057
Nov-07	153,710	N/A	71,124	224,834
Dec-07	156,814	N/A	72,945	229,759

**CERTIFICATE OF SERVICE**

I hereby certify that I have this day served a copy of the foregoing **MONTHLY REPORT OF SAN DIEGO GAS & ELECTRIC COMPANY ON LOW INCOME ASSISTANCE PROGRAMS FOR DECEMBER 2007** on all parties identified in R.07-01-042 on the attached service list by U. S. mail and electronic mail, and by Federal Express to the Assigned Commissioner Dian M. Grueneich and Administrative Law Judge Kim Malcolm.

Dated at San Diego, California, this 22nd day of January, 2008.

          /s/ Jenny Tjokro            
Jenny Tjokro



California Public  
Utilities Commission

CPUC Home

## CALIFORNIA PUBLIC UTILITIES COMMISSION

### Service Lists

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